

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2021 Replace Tire and Loading Information Label	DATE: February, 2022



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Replace Tire and Loading Information Label
2022020016p	PDGRE58HIN	
<p>This is to notify you of a pending Recall Campaign to replace the tire and loading information label on approximately 2,310 MY21 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that on certain 907 (VS30) platform Sprinter vehicles, the tire and loading information label on the B-pillar could contain erroneous values that overstate the Gross Vehicle Weight Rating. Due to erroneous values for the maximum permissible combined vehicle weight on the tire and loading information label on the B-pillar, overloading of the vehicle could exceed the permissible total weight. As a consequence, over time, this could cause excessive tire wear and in a worst case scenario, could lead to tire failure, which could increase the risk of a crash.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will check the tire and loading information label and replace it with a corrected label. Additionally, a visual inspection of the tires for excessive wear will be conducted. If necessary, tires with excess wear will be replaced on the affected axles.</p>	
Parts	<p>Parts are not yet available</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2021	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	2,310	
Dealer Inventory	21	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in March, 2021.	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

